

**EXTENT OF UTILIZATION AND USER'S SATISFACTION OF THE LIBRARY  
AND AUDIO VISUAL CENTER SERVICES AND PROGRAMS OF THE  
UNIVERSITY OF ST. LA SALLE - INTEGRATED SCHOOL  
LIBRARIES AND AUDIO - VISUAL CENTERS**

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**by**

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## **ABSTRACT**

### **Introduction of the Study**

The school library, now functionally known as learning resource center, together with the audio-visual center are often the first formal experience of libraries and learning-support centers that children have. This study was undertaken to survey the level of awareness, extent of utilization and degree of user satisfaction among University of St. LaSalle - Integrated school population of library and AV users. This was done on the major areas of library and AV center services and programs. It is crucial that school libraries and learning resource centers evaluate their levels of functionality to further improve their effectiveness.

### **Major Findings**

The majority of the respondents was Male and came from grade 8.

As to the level of awareness, the integrated school students were moderately aware of the library and AV center services and programs. The services and programs that they were most aware of are the Library and AV service hours, Book circulation, Supervised Class Research, Book Display and the Book and technology month activities.

As to the respondents' level of awareness of library and AV center services and programs by grade level. The finding shows that the level of awareness vary across the three levels. To know exactly in what aspect of services and programs the respondents varied in their level of awareness and which specific grade level, the Post hoc, Scheffe analysis was used. The Scheffe test in table 8 showed that in materials reservation and recall and reminder, the primary level and high school level significantly vary. Another library service area is the online access public catalog (OPAC). The levels that significantly vary were the primary level and the high school level as well as the Intermediate level and the high school level. In Library Instructions the level of awareness of the primary level and Intermediate level significantly vary. In AV center services, assistance in the operation of equipment in classroom and AV centers level of awareness significantly vary between primary and intermediate level. In the Satellite projections, respondents' levels of awareness significantly vary between Primary level and Intermediate level, Primary level and High school level and Intermediate level and high school level.

As to the respondents level of awareness of library and AV services and programs by gender. The respondents' level of awareness with the library and AV center services and programs does not vary according to gender.

On extent of utilization of respondents of the library and AV services and programs of the school, the respondents utilize the library and AV services on the average 2 times a week. It was found out that the library service hours garnered the highest mean of 3.13; on the scale of 1 to 5 this means that respondents utilized the library during service hours, twice a week. The mean of 2.88 signify that among the other

known service the librarian in school is personally available to assist the students need on the average twice a week. With regards to the AV services, the mean of 3.06 indicates utilization of the satellite projections or homeroom classroom equipped with a television 2 times a week. Students use the AV centers 2 times a week when they are open during class hours. Moreover, utilization of AV center services such as the maintenance of AV equipment and the availability of the AV personnel to answer the respondents' needs were utilized once a week.

The extent of utilization to the library and AV centers services and programs by grade level, the study revealed that the intermediate level utilizes most of the Library programs and AV center services of the school. However; client's extent of utilization is not influenced by their grade level.

The extent of utilization of the respondents of the services and programs by gender shows that the female and male students obtained nearly the same mean. Their utilization of the services and programs are likely the same, the extent of utilization to the services, programs of libraries and AV center was found to have no significant variation with gender.

The clients' degree of satisfaction with the library services; and whether the clients' degree of satisfaction with the services varies according to sex and grade level, the respondents are moderately satisfied with the Library and AV services and programs.

It was found out that in terms of library services; students who were moderately satisfied with supervised class research had the highest mean. The mean of 3.59 falls on library programs and 3.63 in terms of AV center services which is also moderately satisfied.

As to the degree of satisfaction, grade level of students is not significant and does not vary across the three levels.

As to the respondents level of satisfaction and gender, male and female students obtained the same satisfaction grand mean of 3.49. This means that the degree of satisfaction does not significantly vary according to gender.

As to the significant relationship between level of awareness and extent of utilization. Awareness of students with library and AV services and programs is related to their utilization of library and AV services and programs. Students' awareness affects their library and AV utilization. That means that if their level of knowledge is high, they tend to utilize the library and AV services and programs more.

As to the significant relationship between level of awareness and degree of satisfaction, the level of awareness with library and AV services is related to the degree of satisfaction of library and AV services and programs to the students of the University of St. La Salle - Integrated School in Bacolod City. Students' level of awareness affects their degree of satisfaction. The more the students are aware of the library and AV services and programs, the more they tend to be satisfied with the library and AV services and programs.

As to the significant relationship between extent of utilization and degree of satisfaction. The finding shows that there is a significant relationship between extent of utilization and degree of satisfaction, when the extent of utilization of respondents increases their level of satisfaction also increases.

The Method used in this study for the descriptive part is the frequency and percentage distributions.

The mean, frequency distribution, ANOVA and Z-test were used to determine whether the level of awareness, extent to utilization of services and programs and degree of satisfaction vary according to gender and grade level. Scheffe test was used in significant variation.

For the relationships between the level of awareness, extent to utilization of services and programs and degree of satisfaction on the services and programs the Gamma test was used.

## **Conclusions**

Based on the findings of the study, the following conclusions are set forth:

1. The level of awareness of the students of the Integrated School in the Library and AV services and programs is “moderately aware”. In their extent of utilization, they use the library and AV services, on the average two times a week. While their degree of satisfaction with the library and AV services and program is “moderately satisfied”.
2. That the level of awareness with library and AV services and programs significantly varies according to grade level but has no significant bearing to gender.
3. Respondents’ extent of utilization of library and AV services and programs is not influenced by their grade level and gender.
4. Respondents’ degree of satisfaction with library and AV services and programs is not influenced by their grade level and gender.

5. Level of awareness is significantly related to extent of utilization. It implies that the more their knowledge are on the services and programs, the more they tend to utilize the services and programs.

6. Level of awareness is significantly related to the degree of satisfaction. It implies that as their level of awareness increases, the more they tend to utilize the services and programs.

7. The extent of utilization is significantly related to the degree of satisfaction. It implies that the more they utilize the library and AV services and programs, the more they tend to be satisfied with the services and programs.

### **Recommendations**

In the light of the findings and conclusions drawn from the study, the researcher came up with the following recommendations for the improvement and development of the USLS - IS Libraries and AV centers.

Administrators:

- a. Even if the respondents are very aware that there is a Librarian available to assist their needs and aware that there are AV center personnel, and they are moderately satisfied with the assistance extended to them, still it is recommended that the administration should look into the needs of their staff. Provide training to the librarians, AV in charge and staff to upgrade them and keep them up - to - date with emerging technologies through attendance to seminars, workshops and training both local and national so as to effectively assist the clients as their

utilization result in the asking for assistance of librarians and staff is only two times a week.

**Faculty members:**

- a. Since extent of utilization and degree of satisfaction with library and AV services and programs were noted to have a significant relationship, faculty members are recommended to continually encourage the students to use the library and AV services and programs by giving assignments and activities that require their use.

**Librarians and Staff members:**

- a. Since level of awareness is significantly related to extent of utilization and degree of satisfaction of respondents to library and AV services and programs, it is recommended that the library and AV center strengthen their awareness programs especially in the lower levels. As the result of their awareness mean score is lower compared to the higher levels.
- b. Since the level of awareness is “aware” and the extent of utilization is two times a week and their degree of satisfaction is “moderately satisfied” to the library and AV services and programs it is still recommended to continually evaluate the library and AV centers services and programs to maintain the excellent quality of service that is expected of the library and AV center as a support service to the academic community and to improve the services.

**Students:**

- a. Attend to the various orientation programs given by the library and AV centers.

That they will be aware of the various services and programs.

**Future Researcher:**

- a. Consider that whenever similar study will be conducted, include faculty members as respondents.
- b. Also further include other services such as, computer laboratories, science laboratories, medical services, etc. to have a holistic view of these services.